When ADC Doesn’t Replicate an Entry

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If you have an entry that is not being replicated by ADC, it might be for several reasons. Here we list the most common one so you can identify what the problem is.

First, check the basic process:

a) Is the Active Directory Connector Service running?
b) Is there a CA configured for the Exchange Server to the Active Directory Server?
c) Is the container that you want your entry to be replicated in the list of Exports Containers (or under any of those containers)
d) Is the Exchange Server up and running? Is the Exchange Directory Service running on the server?
e) Is the Active Directory Server up and running?
f) On the CA properties, did you select the objectClass that you’re trying to replicate? (On both, the ‘From Windows’ and ‘From Exchange’ pages)
g) On the General page of the CA properties, did you select the directions from/to where to replicate?
h) Does the credential that you’re using on the target directory have enough permission to create or modify objects?
i) Do you see any error message in the Applications folder of the Event Log (wrong credentials, server down, local error, etc)?

If all above pass the test, then you can check the rules below to explain why an entry is not replicating.

Replicating from Exchange to Windows:
Case 1: Exchange object A is matching to an AD object B, but object B was deleted.
Case 2: Exchange object A is matching to an AD object B, but object B is not in a domain that ADC can write (like in a different tree or domain on the same forest)
Case 3: If this is not an Inter-org CA, and ADC is matching a Mailbox to a Mail-Enabled User (should match only to Mailbox-enabled Users)
Case 4: If this is not an Inter-org CA, and ADC is matching a Custom Recipient (or a Distribution List) to a Mailbox-Enabled User.
Case 5: If this is not a bridgehead for the Windows directory, and the object couldn’t be matched, on this case we don’t create objects. (You

can change that going to the properties of the Connection Agreement; on the “Advanced” tab you select “This is the primary Connection Agreement for the connected Windows Domain”

Replicating from Windows to Exchange:
Case 1: AD object A is matching to an Exchange object B, but object B was deleted.
Case 2: If the AD object A matches to an Exchange object B, but B is not on the site that we’re connecting to the Exchange 5.5 server.
Case 3: If this is not a bridgehead for the Exchange Server, we don’t create new objects.
Case 4: If the object on the AD doesn’t have mail-information, ADC won’t replicate it. You need at least one of the following: mail, legacyExchangeDN, textEncodedORAddress, proxyAddresses or msExchHomeServerName. And, for group you might have mailNickname and for users/contact you might have targetAddress.

// Extra advanced
We don’t replicate if you set the msExchADCOptions flag 0x0400, which means to do not use the source object msExchADCGlobalNames attribute in the match algorithm, and we found a GUID/LegacyExchangeDN that matches it on the target (AD/Exchange respectively).